



Attorney Docket No. 01161/LH

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): M. NOZAKI, ET AL

Serial No. : 09/813,209

Filed : March 20, 2001

For : TECHNICAL SUPPORT SYSTEM

Art Unit :

Examiner :

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

S I R :

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on the date noted below.

Attorney: Leonard Holtz

Dated: June 6, 2001

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper, to Account No. 06-1378.

Please amend the above-identified application, as follows:

IN THE ABSTRACT

Replace the Abstract with the new ABSTRACT OF THE DISCLOSURE as set forth below:

--ABSTRACT OF THE DISCLOSURE

A technical support system comprises a service information portal section for providing web pages as an information input and output interface, and a knowledge base section for storing various claim reports and solutions

answered by an engineer with respect to the claim reports.
In particular, the system further comprises a claim handling
section for registering in the knowledge base section a new
claim report in which at least a claim title is structured
as a combination of predetermined items of definition
information on the basis of a claim content input to a
client web page, and managing the registered new claim
report as an unsolved claim requiring an answer from the
engineer.--

IN THE CLAIMS

Replace claims 17 and 23 with the amended claims set forth
below:

17. (Amended) A technical support system comprising:

a service information portal server for providing web pages
as an information input and output interface;

a knowledge base server for storing various claim reports
and solutions answered by an engineer with respect to the claim
reports; and

a claim handling server for registering in the knowledge
base server a new claim report in which at least a claim title is
structured as a combination of predetermined items of definition

10 information on the basis of a claim content input to a client web
page, and managing the registered new claim report as an unsolved
claim requiring an answer from the engineer.

23. (Amended) A technical support method using a knowledge
base section for storing various claim reports and solutions
answered by an engineer with respect the claim reports, the
method comprising:

5 a step of providing web pages as an information input and
output interface; and

10 a step of registering in the knowledge base section a new
claim report in which at least a claim is structured as a
combination of predetermined items of definition information on
the basis of a claim content input to a client web page, and
managing the registered new claim report as an unsolved claim
requiring an answer from the engineer.

R E M A R K S

Minor amendments have been made to the Abstract and to
claims 17 and 23. Attached hereto are marked-up versions showing
the changes made.

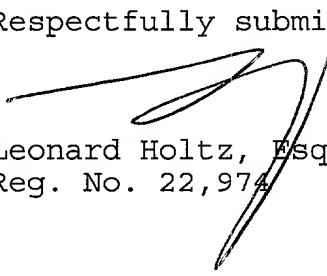
Submitted herewith is a Letter to the Official Draftsperson
requesting approval to make minor corrections to the drawings, as

indicated in red on the accompanying copies. Also submitted are corrected sheets of Formal Drawings. Therefore, upon allowance of the application, no further drawing corrections should be required.

It is requested that the above amendments, as well as the proposed amendments to the drawings, be approved and entered.

If the Examiner has any comments, questions, objections or recommendations, the Examiner is invited to telephone the undersigned at the telephone number given below for prompt action.

Respectfully submitted,


Leonard Holtz, Esq.
Reg. No. 22,974

June 6, 2001

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(AMENDED)

17. A technical support system comprising:

a service information portal server for providing web pages as an information input and output interface;

a knowledge base server for storing various claim reports and solutions answered by an engineer with respect to the claim reports; and

a claim handling server for registering in the knowledge base [section] server a new claim report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer.

(AMENDED)

23. A technical support method using a [database] knowledge base section for storing [in a knowledge base section] various claim reports and solutions answered by an engineer with respect the claim reports, the method comprising:

a step of providing web pages as an information input and output interface; and

a step of registering in the knowledge base section a new claim report in which at least a claim is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new claim report as an unsolved claim requiring an answer from the engineer.

ABSTRACT OF THE DISCLOSURE

A technical support system comprises a service information portal section for providing web pages as an information input and output interface, and
5 a knowledge base section for storing various claim reports and solutions answered by an engineer with respect to the claim reports. In particular, the [server]^{SYSTEM} further comprises a claim handling section for registering in the knowledge base section a new claim
10 report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new
15 claim report as an unsolved claim requiring an answer from the engineer.